

establishing communication between the client and a voice response unit;  
receiving responses from the client;  
communicating the responses to a remotely located server; and  
generating the profile of the communication session utilizing the responses.

3. (Currently amended) The method of Claim 1, wherein comparing the profile of the communication session to a skills table comprises:

applying one or more arithmetic algorithms to a plurality of attributes included in the profile to generate a plurality of modified attributes; and

comparing the modified attributes to the skills table.

~~associating each attribute of the profile to the corresponding skill entry in a skills table resulting in a subset of skill entries;~~

~~prioritizing the subset of skill entries by applying one or more arithmetic algorithms; and~~

~~generating an ordered list utilizing results of prioritizing the subset of skill entries, wherein the ordered list comprises one or more service agent records.~~

4. (Currently amended) The method of Claim 3, wherein selecting the service agent station comprises:

selecting the optimal service agent record from the **ordered** list;

assessing whether the service agent station associated with the selected service agent record is available; and

selecting the next optimal service agent record from the **ordered** list if the prior service agent station is unavailable.

5. (Original) The method of Claim 1, wherein the method further comprises establishing a communication session between the client and the selected service agent station.

6. **(Currently amended)** A method for dynamically updating a skills table, the method comprising the following steps performed at a server remotely located from a switch:

receiving service agent information from a client, the service agent information pertaining to a service agent station associated with the client;

storing the service agent information on the server;

updating a skills table utilizing the service agent information, wherein the skills table associates each service agent station to a plurality of skill entries in a service agent record; and

communicating the skills table to a switch remotely located from a server.

7. **(Currently amended)** The method of Claim 6, wherein receiving the service agent information comprises:

establishing communication between the client ~~a client~~ and a voice response unit;

requesting, through operation of the voice response system, querying the client associated with service agent information pertaining to a service agent station associated with the client utilizing the voice response unit;

receiving data from the client at the server, wherein the data comprises at least one response to the request queries; and

converting the data into numeric values.

8. **(Currently amended)** The method of Claim 6, wherein receiving the service agent information comprises:

establishing communication between the client ~~a client~~ and a network-based feedback system;

requesting, through operation of the network-based feedback system, querying the client associated with service agent information pertaining to a service agent station associated with the client using the network-based feedback system;

receiving data from the network-based system in response to the request queries; and converting the data into numeric values.

9. **(Original)** The method of Claim 6, wherein updating a skills table comprises: associating the service agent information to the appropriate service agent record in the skills table; and

updating at least one service agent record associated with the service agent information.

10. **(Original)** The method of Claim 6, wherein service agent information comprises information received from a supervisor workstation.

11. **(Original)** The method of Claim 6, wherein communicating the skills table to a switch is in response to a request from the switch.

12. **(Original)** The method of Claim 6, wherein communicating the skills table to a switch comprises communicating a subset of the skills table from the server to the switch.

13. **(Original)** The method of Claim 6, wherein the switch comprises an automatic call distributor.

14. **(Currently amended)** Software for skills-based routing of a communication session received at a switch, the software being embodied in a computer-readable medium and when executed by a computer operable to:

receive ~~receiving~~ a request to establish a communication session between a client and a service agent station;

generate ~~generating~~ a profile of the communication session in response to the request, wherein the profile of the communication session comprises at least two attributes;

compare ~~comparing~~ the profile of the communication session to a skills table, wherein the skills table includes a plurality of service agent records, each service agent record associating a service agent station with one or more skill entries; associates each service agent to a plurality of skill entries in a service agent record; and

identify, based on a the comparison of the profile and the skills table, a subset of the skill entries included in the skills table;

generate a list of service agent records by applying one or more arithmetic algorithms to the subset of skill entries; and

select ~~selecting~~ the optimal service agent station in response to comparing the profile of the communication session to the skills table.

15. (Currently amended) The software of Claim 14, wherein comparing the profile of the communication session to a skills table comprises:

applying one or more arithmetic algorithms to a plurality of attributes included in the profile to generate a plurality of modified attributes; and

comparing the modified attributes to the skills table.

~~associating each attribute of the profile to the corresponding skill entry in a skills table resulting in a subset of skill entries;~~

~~prioritizing the subset of skill entries by applying one or more arithmetic algorithms; and~~

~~generating an ordered list utilizing results of prioritizing the subset of skill entries, wherein the ordered list comprises one or more service agent records.~~

16. **(Currently amended)** Software for dynamically updating a skills table with qualitative and quantitative data, the software being embodied in a computer-readable medium and when executed by a computer operable to:

receive ~~receiving~~ service agent information from a client, the service agent information pertaining to a service agent station associated with the client;

store ~~storing~~ the service agent information on a server;

update ~~updating~~ a skills table utilizing the service agent information, wherein the skills table associates each service agent station to a plurality of skill entries in a service agent record; and

communicate ~~communicating~~ the skills table to the switch.

17. **(Original)** The software of Claim 16, wherein updating a skills table comprises:

associating the service agent information to the appropriate service agent record in the skills table; and

updating at least one service agent record associated with the service agent information.

18. **(Currently amended)** A server, comprising:  
an interface operable to communicate with a network, the interface further operable to receive service agent ~~information~~, information from a client, the service agent information pertaining to a service agent station associated with the client, and the interface further operable to communicate a skills table to a switch, wherein the skills table associates each service agent station to a plurality of skill entries in a service agent record;  
a processing module coupled to the interface, the processing module operable to update the skills table utilizing the service agent information; and  
a storage medium coupled to the processing module, the storage medium operable to store service agent information, the storage medium further operable to store the skills table.

19. **(Original)** The server of Claim 18, wherein operable to update the skills table comprises:  
operable to associate the service agent information to the appropriate service agent record in the skills table; and  
further operable to update at least one service agent record associated with the service agent information.

20. (Currently amended) A server, comprising:

an interface operable to communicate with a network, the interface further operable to receive a request to establish a communication session between a client and one of a plurality of service agent stations;

a processing module coupled to the interface, the processing module ~~operable to~~ **operable to:**

generate a profile of the communication session **in response to the request, wherein the profile of the communication session comprises at least two attributes; the processing module further operable to**

compare the profile of the communication session to a skills table, wherein the skills table **includes a plurality of service agent records, each service agent record associating a service agent with one or more skill entries; associates each service agent to a plurality of skill entries in a service agent record, the processing module further operable to**

**identify, based on the comparison of the profile and the skills table, a subset of the skill entries included in the skills table;**

**generate a list of service agent records by applying one or more arithmetic algorithms to the subset of skill entries; and**

select one of the service agent stations **from the list;** and

a storage medium coupled to the processing module, the storage medium operable to store the skills table.



21. (Currently amended) The server of Claim 20, wherein operable to compare the profile of the communication session to a skills ~~table by: table comprises:~~

applying one or more arithmetic algorithms to a plurality of attributes included in the profile to generate a plurality of modified attributes; and  
comparing the modified attributes to the skills table.

~~operable to associate each attribute of the profile to the corresponding skill entry in a skills table resulting in a subset of skill entries;~~

~~further operable to prioritize the subset of skill entries by applying one or more arithmetic algorithms; and~~

~~further operable to generate an S-list utilizing results of prioritizing the subset of skill entries, wherein the ordered list comprises one or more service agent records.~~